

### Introduction

This Customer Notice is issued to inform you of learning identified from recent Waste Receipt checks on waste consignments received by LLW Repository Ltd and to request your help in reducing the number of Waste Event Reports.

### Learning From Experience

LLW Repository Ltd carries out a range Waste Receipt checks on all waste consignments received at the Low Level Waste Repository. During the period June 2010 to September 2010, these checks have indicated an upward trend in issues with Waste Consignment Information Forms (Reference: WSC-FOR-WCI). The following trends have been identified:

- Unsigned Waste Consignment Information Forms
- Incomplete or incorrect Waste Consignment Information Forms
- Photocopied Waste Consignment Information Forms
- No Waste Consignment Information Forms

We are issuing this Customer Notice to remind Customers that each waste consignment received by LLW Repository Ltd at either the Low Level Waste Repository or a Service Supplier's Treatment Facility must be accompanied by the fully completed, **signed original** Waste Consignment Information Form (WSC-FOR-WCI). The form must be the version that was reviewed and approved by LLW Repository Ltd as indicated by issue of a Waste Consignment Approval (Reference: WSC-TEM-WCA).

If a Customer needs to change the Waste Consignment Information Form **after** receiving approval, they must re-submit the Waste Consignment Information Form to LLW Repository Ltd for review to allow a new Waste Consignment Approval to be issued.

### Background

LLW Repository Ltd requires the signed original form to meet the requirements of its Environmental Permit for the Low Level Waste Repository as the Waste Consignment Information Form is the lifetime record of the contents. If the signed original form is not with the waste consignment, a Waste Event Report will be raised.

LLW Repository Ltd requires the approved version to ensure the waste consignment meets the requirements of LLW Repository Ltd's Waste Acceptance Criteria and safety case. All forms are checked against the approved version held in LLW Repository Ltd's Waste Tracking System. If the forms do not match, a Waste Event Report will be raised.

### Further Information and Questions

If you would like any more information or have any questions regarding this Customer Notice, then please either send an e-mail to: [customerteam@llwrsite.com](mailto:customerteam@llwrsite.com) or call Jonathan Evans, Service Manager on 01946 722044.

### Distribution List

We have distributed this Customer Notice to the following people, as nominated in your Company's Customer Contact Details Form (Reference: WSC-FOR-CON):

- Customer Representatives
- Contract Management Representatives
- Waste Management Representatives
- Waste Assurance Representatives

If you need to update contact details, please submit a revised Contact Details Form: <http://www.llwrsite.com/customers/customer-forms>